**Background**

UK legislation makes discrimination against disabled people, including students unlawful. Recommending support in the form of “reasonable adjustments” is intended to ensure that disabled students, including those with mental health problems and specific learning difficulties, such as dyslexia, dyscalculia and dyspraxia, have an equal opportunity to fully access their course of study.

Reasonable adjustments for disabled students are recommended (created or changed) by the Student Disability Service in the Learning Profile. Adjustments are then approved by Cooridnator of Adjustments and distributed to the Course Organizers, Course Secretaries, Support student Officers and Lecturers via email.

At the same time a schedule of adjustments is received via email by Personal Tutors, Students, Library and Academic Registry.

The system of sharing schedules of adjustments between stakeholders via emails creates numerous difficulties in a day to day information management and raises stakeholders’ frustration when required information cannot be easily identified. Additionally, this restricts the data to a limited number of individuals making the process of adjustments implementation inefficient and lacking of monitoring required by the Equality Act.

Student Disability Service staff and Coordinators of Adjustments are being increasingly asked for reports on data on the adjustments for students on a particular course e.g. Exam adjustments for a class exam. Currently, there is no tool that could allow users for filtering on reasonable adjustments data and produce reports tailored to the various needs.

**This project was initiated to help improve current adjustments scheduling and implementation process by:**

* making reasonable adjustments visible by a wider range of business users, especially enabling Students and Personal Tutors to easily check what adjustments they have, or what their students have, at any time.
* eliminating an exchange of adjustments schedules via emails and replacing it with information system based functionality that enable taking actions with regards to adjustments approval and implementation
* providing a reporting tool that can eliminate time consuming reports preparation and enable efficient reporting on data such as course, adjustment type and student name.

**Project Stakeholders**

During the initial analysis, stakeholders groups have been defined and depending on their various roles in the Adjustments schedule process (Creation, Changes, Approval, Distribution and Implementation) they have been categorized as follows:

 Adjustments viewers:

1.    Students

2.    Personal Tutors

Adjustments actioners:

3.    Course Operations:

3a) Creation, Changes, Approval & Distribution:

-       Student Disability Service

-       Coordinator of Adjustments

* Library

3b) Implementation:

-       Course Secretary

-       Course Organizer

-       Student Support Officer

-       Lecturers

4. Exams Operations:

-      Academic Registry

* Disability Computing Support

**Scope**

The scope of this project includes the following:

1. Establishing what changes need to be made to Radium, Kelso Database and EUGEX feed.
2. Business analysis of what needs to be improved to standardise adjustments process and make it more efficient and effective.
3. Analysis of how existing email-based information exchange process can be streamlined.
4. Definition of reporting requirements and analysis of what reporting tools are most suitable to meet those requirements.
5. Estimating the effort required to implement requirements defined during business analysis phase.
6. A decision on whether these elements can be included in this project or be planned as part of a future project.
7. Developing upgraded versions of the systems that have been agreed to be developed after the Business analysis phase.
8. Moving the successful changes into the TEST versions of the systems listed above and undertaking UAT to test the upgraded functionality.
9. Obtaining user sign-off of the modified versions of the systems.
10. Deploying the modified versions to LIVE.
11. Updating the Technical Architecture Document and any other relevant support documentation.

**Out of scope**

1. Integration with Timetabling system

**Objectives and Deliverables:**

|  |  |  |
| --- | --- | --- |
| **No** | **Description** | **New or Changed (Y/N)** |
| **O1** | **To establish the required changes to the constituent elements of the information systems used by the Student Disability Service - RADIUM.** |  |
| D1 | A set of business requirements that lists the modifications to be made to the Radium application, Kelso Database and EUGEX feed. |  |
| **O2** | **To analyse adjustments information currently shared between stakeholders and to define what, when and by whom this information needs to be received to ensure that shared information is fit for purpose and an appropriate action is undertaken.** |  |
| D2 | An analysis of ‘as is’ and ‘to be’ business processes and a recommendation for processes improvements and standardisations. |  |
| D3 | Reviewed list of actions which help to guarantee equal chances to all students during their courses and exams. A recommendation of how, when and by whom these actions need to be undertaken and how the adjustments implementation process can be better monitored. |  |
| **O3** | **To investigate alternative ways of sharing information regarding adjustments and to define requirements for replacing email based system with the information system(s) functionality.** |  |
| D4 | A set of business requirements that lists the modifications to be made to reduce or eliminate adjustments schedule exchange via emails. |  |
| D5 | Evaluation if MyEd, Euclid, Radium and/or other applications are the most suitable to deliver business requirements. |  |
| **O4** | **To analyse stakeholders’ data reporting requirements and investigate the business information systems ready to fulfil those requirements in the most effective way.** |  |
| D6 | A set of business requirements and data requirements that define business user**'**s reporting requirements. |  |
| D7 | The gap analysis of functionality currently available in Radium and a recommendation for the most suitable reporting tool. |  |
| **O5** | **To make a decision whether all defined business requirements can be included in this project and a recommendation of what should be done under a future project.** |  |
| **O6** | **To implement agreed changes in each relevant part of the information systems.** |  |
| D8 | An updated version of Radium that lets users work more effectively and efficiently. |  |
| D9 | An upgraded version of the feed from EUGEX to the Kelso database. A modified version of the Kelso database that allows for storage of the newly identified student data fields. |  |
| D10 | Development to MyEd to allow students to view their adjustments and verify provided adjustments against planed ones. |  |
| D11 | Development to EUCLID to allow Personal Tutors for easier verification of students’ adjustments. |  |
| D12 | Development of the SCS BOXI universe that allows users to produce necessary reports. |  |
| **O7** | **To obtain sign-off that the changes made to the information systems meet stakeholders agreed business requirements.** |  |
| D13 | Acceptance from the business area that any implemented changes meet the stated business requirements. |  |

**Benefits**

* Students' and all other stakeholders' experience is improved.
* Higher volume of adjustments is successfullyimplemented.
* The adjustments schedule process fully compliant with Equality Act.
* Adjustments schedule process is streamlined and more standardised.
* Information with regard to adjustments shared between different stakeholders group is fit for purpose, accurate and clearly states actions to be performed to progress towards adjustments implementation.
* Radium is easier to navigate and enable better performance of the day to day tasks.

**Success Criteria**

* Additional functionality with a significant meaning to the process efficiency and effectiveness are implemented.
* The unnecessary process steps are eliminated as well as the unutilised functionality removed from Radium.
* New data fields are added to Radium, Kelso database and EUGEX feed.
* Email-based system currently utilised to trigger adjustments’ creation, approval, changes and implementation processes is replaced with built-in functionality within the information systems such as MyEd, Euclid and Radium.
* Stakeholders are able to report on adjustments by student, by course, by adjustment type, etc.
* All relevant data is accessible at defined restricted levels.
* Adjustment process is more closely monitored and statistics on the successful or unsuccessful adjustments implementation can be run.